

Our Town

September/October 2020

TOWN of WAKE FOREST



Yard waste and bulk waste programs are expanding to help you receive the most for your monthly solid waste fee.

WASTE MATTERS

Improvements to the solid waste program begin in January

In June, the Wake Forest Board of Commissioners voted to change how the Town charges for solid waste collection. Since 2008 Wake Forest property owners have paid for solid waste service as part of their annual property tax bill. Beginning January 1, 2021, the service will no longer be covered solely by annual tax revenues, but instead by a \$21 monthly solid waste fee included on residents' water bill. The monthly fee includes weekly trash, recycling and yard waste collection, along with seasonal collections for loose leaves, Christmas trees, bulk waste pickup and large brush collection.

Several improvements to the Town's yard waste and bulk waste collection

programs will begin in January. The Town has created a portal on its website that provides a complete overview of program improvements, including answers to frequently asked questions. Visit wakeforestnc.gov and search "solid waste improvements."

Yard Waste Collection

We heard repeatedly how working in your yard provides a tremendous stress relief (especially during a pandemic). The following improvements aim to keep up with your needs. Again, all will begin in January 2021:

- The weekly bag limit of yard waste will increase from 10 bags to 20 bags.

(CONTINUED ON PAGE 2)

Labor Day schedule: Town hall and all administrative offices will be closed Monday, Sept. 7, for Labor Day. For a complete list of Town holidays and any changes to services, visit wakeforestnc.gov and search "holiday schedule."

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News Highlights

Good Neighbor of the Year to be announced Sept. 19 »

A special part of each year's Good Neighbor Day is the presentation of the "Good Neighbor of the Year" Award. Although this year's Good Neighbor Day has been canceled due to COVID-19, the Human Relations Council will still recognize the efforts of Wake Forest residents by honoring those who have made an exceptional difference in our community.

Mayor Vivian Jones will honor the recipients during a special plaque presentation.



Gain a new perspective » In August the Town of Wake Forest launched a new video series entitled *Wake Forest Perspectives*. Each program in the new series features a 12-15 minute conversation with a Town of Wake Forest staff member, official or Wake Forest resident. The goal is to engage a range of local guests in one-on-one discussions to provide a variety of "perspectives" on Wake Forest events, activities and initiatives. Each Monday at noon, we'll post a new conversation on the Town's Facebook page and begin airing it on WFTV 10.

Join us at noon on Mondays for a new episode of *Wake Forest Perspectives*.



PUBLIC WORKS

Loose leaf collection begins in October

The Town of Wake Forest's loose leaf collection program begins Oct 5 and continues through mid-March. The service is provided bi-monthly (twice a month).

When preparing leaves for collection, residents are urged to adhere to the following guidelines:

- Place leaves behind the curb, not in the street or gutter, so they do not interfere with traffic or drainage.
- Do not mix sticks, rocks, pine cones, limbs or other debris with loose leaves. Our vacuum equipment is only designed to pick up loose leaves, so your cooperation will help prevent equipment damage and mechanical breakdowns.



Loose Leaf Collection Hotline

During loose leaf collection season, residents can track the progress of leaf collection crews by

calling the Leaf Collection Hotline at 919-435-9582. The hotline is updated each weekday morning by 8 a.m. with information concerning the neighborhoods where crews will be working that day.



PUBLIC WORKS

Cart requests can be made online

If you want to upgrade your recycling cart, have a damaged cart, missing cart or need a cart for new service, we encourage you to visit the Town's website and fill out the Cart Request Form online.

Go to wakeforestnc.gov and search "trash & recycling carts."

For a list of all Town updates related to COVID-19, visit wakeforestnc.gov and search "covid 19 alerts"

**STAY STRONG
WAKE FOREST**

We'll get through this!



The weekly bag limit for yard waste will double from 10 to 20 bags. Branches or yard trimmings that do not fit into bags or containers are considered "large brush."

WASTE MATTERS

(CONTINUED FROM PAGE 1)

■ The limit of large brush will increase from four to eight cubic yards (that's about two pickup truck loads).

■ Large brush collections must be scheduled in advance on the Town's website using an online form similar to the scheduling of bulk waste collections.

Any yard waste that does not fit into bags or yard waste containers is considered "large brush."

Residents in single-family and townhome communities not previously receiving yard waste service will receive service beginning in January.

The yard waste collection program is intended for residents, not landscapers. Residents that contract with a landscaping company are responsible for coordinating with their contractor to ensure that any yard waste is placed in clear plastic bags, Town-provided carts or biodegradable paper bags for collection. Yard waste must be placed in front of individual homes, not in front of common areas or open space.



The limit of large brush will double from 4 cubic yards to 8 cubic yards. Large brush collection must be requested in advance.

Bulk Waste Collection

Beginning in January, bulk waste items no longer need to meet a 75 lb. minimum requirement. Bulk waste is simply any acceptable trash that does not fit into your rollout cart such as furniture, appliances, rugs and lawn mowers.

Bulk waste pickups must be scheduled online (wakeforestnc.gov, search "bulk pickup"). Residents can schedule up to two free bulk waste collections per year. Additional collections can be requested for \$50 each or the items can be taken to Wake County Convenience Centers free of charge.



Q&A

I only set out my trash cart once a month, can I have a lower fee? No. The fees are set based on a the same level of service throughout the Town.

Can I only pay for trash service? The State of North Carolina bans bottles, cans, and yard waste from landfills. As such, all three services (trash, recycling and yard waste) are required for the Town of Wake Forest Solid Waste User Fee.

Why didn't my taxes go down if the fee was moved off of my property tax bill? Incorporating the Fire Department as a Town entity eliminated any savings but removing the fee resulted in not having to increase taxes.

For complete updates to the solid waste program and more Q&As, visit wakeforestnc.gov and search "solid waste improvements."

Assistant Public Works Director Allison Snyder,
☎ 919-435-9585, ✉ asnyder@wakeforestnc.gov

Parks & greenways are open, but safety comes first

During the coronavirus pandemic, Wake Forest parks have been a welcome reprieve for residents seeking an outdoor escape. All greenways, parks, baseball/softball fields, batting cages, tennis courts, outdoor pickleball and basketball courts, picnic shelters, and park bathrooms remain open. Playgrounds remain closed and water fountains turned off.

Guidelines for visiting town parks

- Please stay at least 6 feet away from others on trails and in open spaces.
- Wear a cloth face covering (when not exercising).
- Wash hands often or use hand sanitizer.
- Don't visit parks if you feel sick or if you've been exposed to someone with COVID-19.
- Avoid crowded parks or gathering with other people at the park. As a reminder, no more than 25 people are allowed to assemble.



PRCR facilities are closed—except for registered program participants

Parks, Recreation & Cultural Resources (PRCR) offices and buildings, including Joyner Park Community Center, Flaherty Park Community Center, Wake Forest Community House and Alston-Massenburg Center, remain closed to the public. A limited number of programs are being offered at these facilities, so only registered participants are allowed to enter.

What will Wake Forest look like in 20 years?

The answer is up to you. It's up to all of us.

Wake Forest Community Plan Update

The Town of Wake Forest is embarking on a major update to the Wake Forest Community Plan. The updated Community Plan will shape the Town's vision and guide development for the next 10 to 20 years. The renewed plan will also help Town leaders make substantive and thoughtful decisions on behalf of the community.

The two-year process has begun and will include various ways for residents to participate and offer input. More information about the process can be found on the "Community Plan" webpage. Visit wakeforestnc.gov and search "community plan."



Northeast Community Plan

In addition, the Town of Wake Forest is also updating the Northeast Neighborhood Plan which was originally adopted in 2007. The plan provides short and long-term recommendations for the neighborhood. The Town has contracted with Rhodeside Harwell, Inc. to update the plan. The project is expected to take 12 months to complete.

Residents will have various opportunities to provide input for the new Northeast Community Plan. Topics of considerable interest include food security, improved public and affordable housing, workforce training, transportation, connectivity and building partnerships.

COVID-19 claims Town events through October

The Wake Forest Board of Commissioners (BOC) agreed in late July to cancel all Town-sponsored events, including those at the Wake Forest Renaissance Centre, at least through October due to COVID-19.

Events affected by the BOC's decision include but are not limited to:

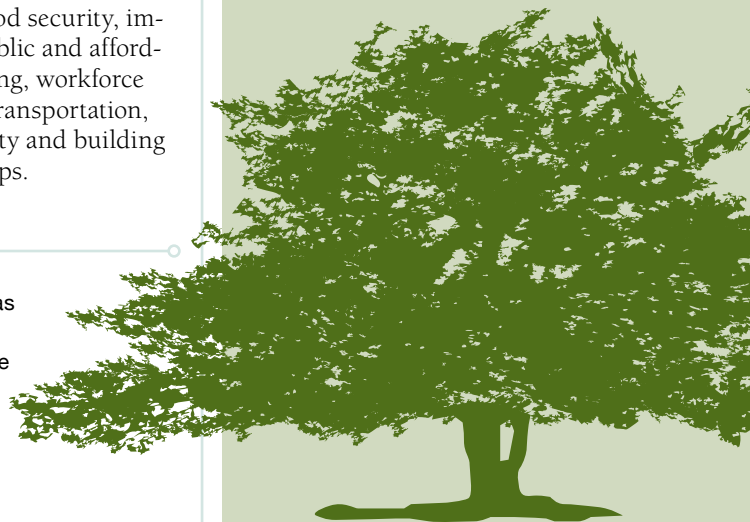
- Music at Midday
- Concerts in the Park
- Wake Forest Unplugged
- Good Neighbor Day
- Trung Thu Moon Festival
- National Public Lands Day
- National Night Out
- Wake Forest Dance Festival
- National Trails Day & 5K
- Public Power Week Energy Expo
- Halloween Spooktacular
- Joyner Park Fall Foliage Tours

The decision to suspend these events was based on the unpredictability of the coronavirus, a desire to safeguard the health and safety of the community and an expectation that residents will not be allowed to gather safely in large groups for the foreseeable future. Currently, state law limits gatherings to 10 people indoors and 25 people outdoors.

The BOC's decision does not apply to Renaissance Centre camps and workshops or Parks, Recreation & Cultural Resources' programs being offered at limited capacity.

The Town will announce a decision regarding event cancellations beyond October 31 no later than early October.

Historic Home Tour moved to 2021: The Historic Preservation Commission (HPC) has canceled this year's Christmas Historic Home Tour originally scheduled for Saturday, Dec. 5. Considering the future uncertainty of the coronavirus, organizers say they were uncomfortable asking home and property owners to allow potentially hundreds of visitors to enter their homes. The HPC plans to offer the event in 2021.



Salsa Cinderella

Experience this timeless classic re-told with Latin American flavor! An original musical score by Charlotte composer John Alexander will have you fighting the urge to mambo in the aisles. A dazzling array of rod puppets and shadow puppets all join in the quest to find the foot that fits a simple sandal.



This show is sure to delight the salsa fan in everyone! Pass the nachos, please!

You can stream this **free show** from the Wake Forest Renaissance Centre Facebook page on Sept. 30 at 11 a.m.

This project is supported in part by the National Endowment for the Arts, www.arts.gov.

♦ ♦ ♦

Happy Dan the Magic Man goes online



One of the Renaissance Centre's favorite performers, Happy Dan The Magic Man, is offering virtual performances on the third Wednesday of each

month through December. Happy Dan's one-of-a-kind magic and comedy show begin at 11 a.m. and can be streamed on the Renaissance Centre Facebook page. Shows are scheduled for Sept. 16, Oct. 21, Nov. 18 and Dec. 16.

♦ ♦ ♦

Renaissance Centre receives \$50,000 grant

The National Endowment for the Arts (NEA) has awarded the Wake Forest Renaissance Centre a \$50,000 grant as part of the Coronavirus Aid, Relief, and Economic Security (CARES) Act.

The award will be used to support main stage programming, cultural arts, healing arts and virtual engagement.

"Throughout these challenging times, we remain committed to serving our community in meaningful and safe ways," said Renaissance Centre Manager Debbie Dunn.

📧 wakeforestrencen.org, Renaissance Centre Box Office, ☎ 919-435-9458



The Town's stormwater system flows directly into Wake Forest streams carrying any contaminants into our waterways. Remember: Only rain in the drain.

Help ensure that Wake Forest maintains CLEAN WATERWAYS

Residents are urged to report if they see anything but clean water in the Town's streams or stormwater infrastructure.

The Town of Wake Forest is working to find and eliminate contaminants that threaten the health of our waterways.

A contaminant (or illicit discharge) is anything that makes its way into the storm drains that is not stormwater. These contaminants can enter directly (and illegally) through sewage pipes, industrial and commercial connections and direct pipes. They might also enter indirectly through groundwater seepage, spills, dumps and outdoor washing activities.

Some examples of illicit discharge include sediment from construction sites, litter, sewage, animal waste, paints, oils and automotive fluids, pesticides, and fertilizers.

Odors are a potential sign of illicit discharge — sewage smell, rotten eggs,



laundry or petroleum odors. Visual clues of illicit discharges include an oily sheen on water, large algae blooms, floatables and unknown pipe connections. Another clue is noticing running water during dry weather.

Report water contaminants through SeeClickFix. If you notice sediment, sewage, large pesticide use, or any of the

other issues noted here, please report it using SeeClickFix on the Town's website. Visit wakeforestnc.gov and search "see click fix." SeeClickFix is also a function on the Town's app. Be sure to include the location where you noticed the illicit discharge and include your phone number if you would like a staff member to follow up with you. Public Works will investigate, enforce, refer or monitor reports of illicit discharge.

Stormwater Engineer Monica Sarna, ☎ 919-435-9442, ✉ msarna@wakeforestnc.gov, 📍 wakeforestnc.gov, search "stormwater"



Schedule change for Wake Forest Loop

Beginning Sept. 14, the bus service will have an updated time schedule for the Wake Forest Loop. The Loop is a fare-free local bus route for residents wanting to travel within Wake Forest and a portion of the Wakefield community. To see the new schedule, visit wakeforestnc.gov and search "bus service."



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PUBLIC WORKS

Commercial property owners & HOAs urged to submit SCM report

The State of North Carolina requires that all Homeowners Associations (HOAs) and commercial property owners maintain their Stormwater Control Measures (SCMs) to ensure the continued functionality of the stormwater system. SCMs are physical, engineered structures, such as bioretention ponds, underground storage and wetlands, constructed to remove pollution from stormwater runoff.

According to the Town of Wake Forest Unified Development Ordinance (UDO), commercial property owners and HOAs are responsible for the annual inspection of their permitted SCMs which must be performed by a qualified inspector. Wake Forest commercial property owners and HOAs are urged to provide a copy of their completed inspection report to the Public Works Department for the period of July 2019 through July 2020. In the event no inspection has occurred, property owners have until December 31, 2020, to submit the required report.

The “Annual SCM Inspection Form” is available on the Town’s website at wakeforestnc.gov, search “stormwater control measure.”

Stormwater Engineer Monica Sarna, ☎ 919-435-9442, ✉ msarna@wakeforestnc.gov

COMMUNICATIONS & PUBLIC AFFAIRS

Watch board meetings live on Town’s website

The Wake Forest Board of Commissioners typically meets on the third Tuesday of each month at 7 p.m. Meetings can be viewed both live and on demand through the Public Meeting Portal on the Town’s website. To get to the portal, visit wakeforestnc.gov and search “public meeting portal.”

Board of Commissioners meetings are also broadcast live on Wake Forest TV 10—the Town’s government access channel—then re-broadcast daily throughout the remainder of the month at 9 a.m., 3 p.m., and 9 p.m. The television channel is available only to Wake Forest residents and businesses that subscribe to Spectrum Cable TV service. However, WFTV 10 can be viewed online in real-time streaming video by anyone who has internet access. To stream WFTV 10 online, visit wakeforestnc.gov and search “wftv 10.”

Provide public comment during live public meetings. By using the appropriate e-comment form at the Public Meeting Portal, you can provide comment on individual agenda items for Board of Commissioners meetings and Joint Public Hearings. The deadline to submit written comments is 24 hours following the close of the public hearing.

Sign up to receive Board of Commissioners meeting summaries. Meeting summaries are issued from the Communications & Public Affairs Department following the Board’s monthly meetings. To receive each month’s meeting summary via email, sign up for E-Notifier at wakeforestnc.gov (search “enotifier”). The brief meeting summaries should not be viewed as official minutes. To request the official meeting minutes, contact Town Clerk Deeda Harris at dharris@wakeforestnc.gov.

☞ wakeforestnc.gov, search “public meeting portal”, Communications & Public Affairs Director Bill Crabtree, ✉ bcrabtree@wakeforestnc.gov, ☎ 919-435-9421



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PUBLIC WORKS

Four electric vehicle charging stations installed at Joyner Park Community Center

A partnership between the Town of Wake Forest and Wake Electric has resulted in the installation of four electric vehicle (EV) charging stations at Joyner Park Community Center, 701 Harris Road. Available to the public and free of charge, the charging stations are ideally situated for electric vehicle owners visiting E. Carroll Joyner Park.

The two Tesla-specific and two Clipper-Creek charging stations are Level 2 charging stations capable of fully energizing an electric car in about three-to-six hours, depending on the vehicle. The four spaces also include extra room to meet ADA (Americans With Disabilities Act of 1990) requirements.

Wake Forest has similar charging stations in the Town Hall parking lot, 301 S. Brooks St., and the Depot Parking Lot, 110 S. White St. Designed to accommodate the public, these stations, along with the four at JPCC, are located in parking spaces reserved for exclusive use by electric vehicles. The only caveat is that the vehicles can only occupy the spot for the time it takes to charge.

The availability of electric charging stations is especially vital as greater numbers of electric cars take to our streets and highways. As the popularity of electric vehicles grows, the accessibility of electric charging stations in public places offers both economic and environmental advantages.

Public Works Director Magda Holloway ☎ 919-435-9571, ✉ mholloway@wakeforestnc.gov



COMMUNICATIONS & PUBLIC AFFAIRS

Report a problem using SeeClickFix

Now you can immediately report non-emergency problems to the Town of Wake Forest from your smartphone, tablet, or computer, thanks to the Town's partnership with SeeClickFix.

Use the Town of Wake Forest website or app to report issues such as potholes, damaged sidewalks, street light outages and park issues. Requests are routed directly to the attention of the appropriate town staff for responsible handling.

To report a problem, go to wakeforestnc.gov and search "report a problem." On the "Report a Problem" web page, enter your request in the SeeClickFix window.

Or, download the Town of Wake Forest app and submit your request using the "SeeClickFix" function.

COMMUNICATIONS & PUBLIC AFFAIRS

Sign up for E-Notifier

The Town's free email notification system provides up-to-date information on topics of interest.

E-Notifier allows you to subscribe to one or more information categories and receive an email whenever we distribute alerts or updates related to your topics of interest.

Topics include: New Businesses Coming to Wake Forest, Breaking News, Police Advisories, What's Up Wake Forest and more.

To sign up, visit wakeforestnc.gov and search "e-notifier."



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Neighborhood Watch Program

The Wake Forest Police Department would like to invite any Wake Forest resident who is interested in joining or forming a neighborhood watch group to Contact Officer Scott Graham.

The mission is to build upon the original concepts of Neighborhood Watch to create a community-police partnership for crime prevention and problem-solving in each neighborhood.

Why is this important? Since there cannot be a police officer on every street corner, citizens' involvement is essential to combat crime. You and your neighbors are experts who really know what is going on in your neighborhood and by cooperating with each other and the police, you can help fight crime the most effective way — before it begins.

Officer Scott Graham ☎ 919-554-6150, ✉ sgraham@wakeforestnc.gov



GIVE H.O.P.E.

H.O.P.E. program introduces “round up option” for Wake Forest Power customers willing to help other struggling to pay utility bills

Wake Forest Power (WFP) is reminding residential customers of a simple, yet effective way they can help neighbors struggling to pay electric bills due to COVID-19 or other financial hardships.

Helping Others by Providing Electricity or H.O.P.E. is an initiative offered by the Town of Wake Forest designed to help financially disadvantaged customers pay their utility bills. The program is funded by the generous donations of WFP customers and administered through a partnership between the Town and ChurchNet, a local non-profit organization assisting area people in need.

WFP now offers three ways for customers to contribute to H.O.P.E. online:

- Round up your bill to the next dollar. For example, a bill of \$73.46 would become \$74.
- Make a recurring contribution with your monthly utility payment. For your convenience,

the Town of Wake Forest is happy to set up a recurring donation of as little as \$1/month or whatever dollar amount you choose.

- Make a one-time contribution via PayPal.

Each donation option is available online at wakeforestnc.gov, search “HOPE.”

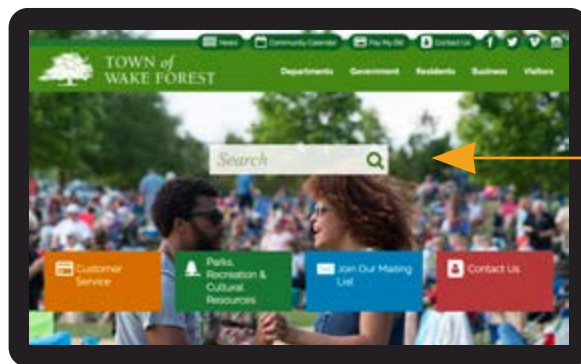
Customer Service Manager
Andrew Brown, Jr. ☎ 919-435-9466,
✉ abrown@wakeforestnc.gov



Anyone can contribute to the H.O.P.E. program. You do not need to be a Wake Forest Power customer to help.

“Search” box offers quick access to information at wakeforestnc.gov

Find information quickly on the Town’s website by using the handy search box found on each web page. Simply type in a few key words and the Google-powered search engine will give you the top results.



BOARD OF COMMISSIONERS MEETINGS

Third Tuesday | 7 p.m.
Town Hall Board Room

BOARD OF COMMISSIONERS WORK SESSION

First Tuesday | 5:30 p.m.
Town Hall Board Room

PLANNING BOARD MEETINGS

First Tuesday | 7:30 p.m.
Town Hall Board Room

View meetings :

- live on **WFTV 10** and re-broadcast at 9 a.m., 3 p.m. and 9 p.m. daily for up to two weeks after the meeting
- live at wakeforestnc.gov, search “wftv 10”, and on-demand in streaming video



WFTV 10 is the Town’s government access channel available to Spectrum TV subscribers. Watch WFTV 10 live online at wakeforestnc.gov, search “wftv 10”.

STAYING INFORMED

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TOWN of WAKE FOREST

301 S. Brooks St.
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